


IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: Anil Kumar Annadata; Wai H. Pak; Mingte Chen; Henry D. Jay  
Assignee: Siebel Systems, Inc.  
Title: System And Method For Maintaining Real-Time Agent  
Information For Multi-Channel Communication Queuing  
Serial No.: 09/823,770 Filed: March 31, 2001  
Examiner: Quynh H. Nguyen Group Art Unit: 2642  
Docket No.: SBL0002US Client Ref. No.: SIEB060/US

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Austin, Texas  
December 22, 2005

MAIL STOP RCE  
COMMISSIONER FOR PATENTS  
P. O. BOX 1450  
ALEXANDRIA, VA 22313-1450

**PRELIMINARY AMENDMENTS AND REMARKS**

Dear Sir:

This paper and the accompanying Request for Continued Examination (RCE) are being submitted in response to the Final Office Action dated September 22, 2005, having a shortened statutory period set to expire on December 22, 2005. Further examination and reconsideration are respectfully requested in view of the following amendments and remarks.

**No amendments to the Specification** are presented in this paper.

**Amendments to the Claims** begin on page 2 of this paper.

**No amendments to the Drawings** are presented in this paper.

**Remarks** begin on page 8 of this paper.